Affordable Housing is our Business

California Housing Finance Agency
Job Opportunity

Student Assistant
Computer Help Desk

Salary Range	$7.86 – 10.47
Final File Date	Open until filled
Division	Information Technology Division, Help Desk Support Unit. *Note this Division and Unit on the front of your application.*
Specific Location	12th & L Streets, Downtown Sacramento
Tenure & Timebase	Temporary/Part-time We're looking for someone who can work a minimum of 15 hours per week.
Number of Positions	One
Questions?	Carol LiVecchi 916-327-5172 or clivecchi@calhfa.ca.gov
Who Should Apply	Employment is based on continued enrollment in a university or college program.
How to Apply	Submit a standard State application form (resume may be attached) to: Carol LiVecchi California Housing Finance Agency P.O. Box 4034 Sacramento, CA 95812-4034 *Note on the front of your application that you're applying for the Student Assistant position in the Information Technology Division.*
Duties *Equal Opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.* *It is the objective of the State of California to achieve a drug-free state workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.*	Under the supervision of the Systems Software Specialist III, the incumbent will assist the Help Desk personnel respond to CalHFA staff requests for support. Must have a working knowledge of the Microsoft suite of products, PC hardware, and disk imaging. Essential Functions: 50% Telephone Duties: Answer and log user Help Desk phone calls into the support database. 25% Computer Hardware Support: Respond to user requests for replacement/movement of computers and their associated equipment. 10% Computer Software Support: Troubleshoot user complaints with Microsoft and custom CalHFA desktop applications. 10% Technical Skills Maintenance: To be able to quickly become knowledgeable of CalHFA desktop Hardware and Software configuration. The ability to easily learn new desktop software packages. 3% IT Team Member: Actively participate as a team member. Stay current on emerging technology issues. Marginal Functions: 2% Miscellaneous: Other duties as assigned.

3/29/2006